Shared Oracle Hosting (Linux)

Product Summary

The *Shared Oracle Hosting (Linux)* product is available to all State of Utah agencies, legislative and judicial branch agencies, and local government agencies.

Description of Services

ITS provides shared Oracle environments (production, development, and acceptance test) on a Linux platform in the Salt Lake Data Center. State agencies access Oracle data using the well-known Structured Query Language (SQL) via applications and other standard interfaces. Open Database Connectivity (ODBC) as well as Java Database Connectivity (JDBC) is available.

Product Benefits

Benefits	
ITS manages the Oracle environment by performing these services:	• Software upgrades as well as preventative software maintenance of the Oracle environment. • Data placement, backup/recovery, and performance tuning of the Oracle environment, including routinely scheduled data reorganization and operating system tuning. • 7x24 support of the Oracle environment. • Business day support of user requests for data loads, table and index creation, recovery of table spaces and indexes, and other non-disruptive tasks. • Administration security for the Oracle subsystem. • Change migration (propagation of structural changes of data from development to production). • Proactive identification of problematic routines and processes with suggestions for improvement. • Maintenance of the Oracle environment so that ITS has full vendor support of the environment.
ITS uses:	• State of the art diagnostic tools. • Enterprise-class storage space provided by highly available disk and tape environments.

Services Not Included with this Product

Services Not Included	
Application Programming Services	ITS does not provide application programming services as part of the *Shared Oracle Hosting (Linux)* product. . Such services are available from ITS Engineering Services.

Related ITS Services

Related ITS Services	
Service	Fee
Extended hours support of user requests for data loads, table and index creation, recovery of table spaces and indexes, and other user-requested after hours tasks.	Time + materials
Assistance with off-site recovery procedures and testing.	Time + materials
Assistance with application-specific diagnostics.	Time + materials
Assistance with data propagation to other platforms.	Time + materials

ITS Customer Support

Problem resolution by ITS staff, agency staff and vendors is managed and coordinated by the ITS Customer Support Center. Th e following parameters govern ITS efforts to resolve technical problems:

ITS Customer Support
Problem priority is based on defined criteria for the importance of the system affected, the severity of system degradation, and the number of affected users.
Problems can be submitted 24x7 by telephone, Internet or on-line chat.
Internet submissions are monitored during business hours (M-F 7:30 a.m. to 5:30 p.m.).
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

System Requirements

Customer applications associated with the *Shared Oracle Hosting (Linux)* product must comply with the ITS Version Upgrade Policy. For more information, please see ITS Technical Bulletin # 328.

Policies

The *Shared Oracle Hosting (Linux)* product complies with the ITS Version Upgrade Policy. For more information, please see ITS Technical Bulletin # 328.

Product Billing and Rates

Rates proposed for this environment during the 2005 Rate Committee meetings are as follows:

Proposeed Rates for Shared Oracle Hosting (Linux)	
For databases between 0 and 2 GB	$200/month
Each additional 2 GB	$160/month

Ordering the Product

Any State agency interested in purchasing Shared Oracle Hosting should contact their assigned ITS Customer Relationship Manager (CRM). The CRM will help guide the customer through the following process:

1. The customer fills out a *Shared Oracle Hosting (Linux)* order form on the ITS Products and Services Web site.
2. ITS contacts the customer to gather additional information.
3. ITS provides a cost estimate and schedule estimate to the customer.
4. The customer agency provides approval, including billing information.
5. ITS builds the requested database environment and informs the customer when the environment is ready for use.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.